

EMPLOYEES' CENTER

I. Proposal:

Establish a central place on the First Floor of Langley, to which all employees could go for immediate assistance, either on-the-spot or upon referral.

II. Objectives:

- A. Formalize and publicize as Agency policy that a centrally-located Employees' Center will be available to all employees for assistance.
- B. Simplify the number of Offices that employees must visit in order to secure help or learn where assistance can be acquired.
- C. Establish a central facility, known to all, for the discussion of personal problems.
- D. Provide a central communications link between employees and appropriate Agency offices, in an effort to isolate employee needs and avert losses of needed personnel.

III. Possible Activities:

- A. Essentially New (Either As A Function Or As A Matter Of Emphasis)
  - 1. Extension of written invitations to all professional employees after first year of employment and all clerical employees after first six months of employment to discuss any matters of interest. Appropriate follow-up on any issues raised (personal, job, community adjustment, etc.).
  - 2. Provision of open-door, on-the-spot consultation to any employee desiring any kind of assistance, with follow-up action thereafter.
  - 3. Creation of an informational and/or referral center on the First Floor of Langley for assistance on employee inquiries.
  - 4. Establishment of a centrally-located retirement guidance and library on the First Floor.
  - 5. Spot checking of insurance claims for completeness and accuracy at time of presentation.

6. Central listing of Agency personnel desiring to rent or share housing (information could be exchanged by telephone).
  7. Assistance to employees in filing claims against commercial companies for damage or loss of household effects.
  8. Inspection of services performed by commercial companies.
  9. Provision of information on the metropolitan area (locations, weekly events, etc.).
  10. Administration of PSAS emergency fund on-the-spot (up to a prescribed amount).
- B. Other Services To Be Performed By Center Or By A Particular Office Upon Referral By Center
1. General counseling.
  2. Answering general inquiries on employee benefits, allowances and obligations.
  3. Maintain post reports and provide answers on personal problems encountered in PCS movements overseas, particularly in regard to shipment and storage of effects.
  4. Provide advice and/or information on income taxes, wills, school inquiries on employer, and other technical questions (obtain information or refer questioners to appropriate sources when answers not known).
  5. Manage Employees Activities Association and its services.
  6. Prepare estimated annuity computations.
  7. Conduct exit processing.
  8. Handle overseas processing, (financial, personnel, security, travel conversion of insurance, referral to shippers, etc.).
  9. Process travel claims and settle vouchers.
  10. Administer Credit Union.